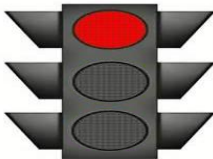
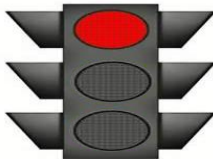


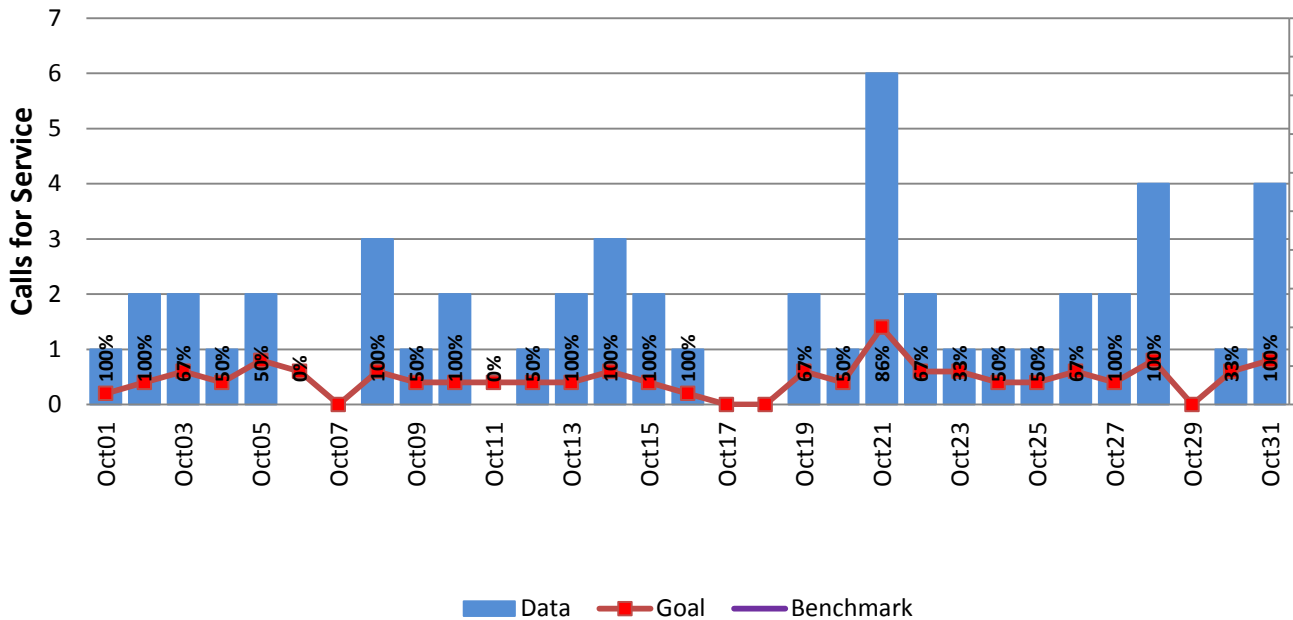
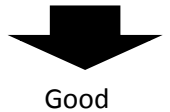
EMS Echo Level Calls - Pickup to Dispatch

Emergency Management Agency

12/2/2013

Measurement method		Why measure?	What is our goal?			
The number of Echo Level Calls that were not dispatched from 911 Dispatch to an EMS unit in 75 seconds		To enable the most efficient and correct response possible to emergency calls	Dispatch 20% or less EMS ECHO calls in more than 75 seconds			
How are we doing?						
Oct01-Oct31 Monthly Goal	Oct01-Oct31 Monthly Total		Oct31 Goal	Oct31 Actual		
14	50		1	4		
Calls For Service	Calls For Service		Calls For Service	Calls For Service		
			Performance Stoplight Key			
		Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data				

EMS Echo Level Calls - Pickup to Dispatch



LOUISVILLE METRO
**OFFICE OF
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